

**1. Complained to manager**

Have you ever complained to a manager about receiving poor customer service from an employee, or not?

	Gender			Age				Party ID		
	Total	Male	Female	18-29	30-44	45-64	65+	Democrat	Independent	Republican
Yes	60%	64%	57%	45%	60%	67%	67%	59%	63%	58%
No	33%	30%	36%	48%	31%	28%	29%	37%	29%	37%
Not sure	6%	6%	7%	7%	9%	5%	4%	4%	8%	5%
Totals (Unweighted N)	100% (988)	100% (469)	100% (519)	100% (179)	100% (258)	100% (386)	100% (165)	100% (322)	100% (442)	100% (224)

	Race				Family Income				Region			
	Total	White	Black	Hispanic	Under 40	40-80	80-100	100+	Northeast	Midwest	South	West
Yes	60%	62%	51%	60%	57%	63%	64%	72%	50%	65%	61%	63%
No	33%	32%	41%	34%	37%	33%	27%	24%	42%	29%	32%	33%
Not sure	6%	6%	8%	5%	7%	4%	9%	4%	8%	5%	7%	5%
Totals (Unweighted N)	100% (988)	100% (751)	100% (120)	100% (117)	100% (378)	100% (263)	100% (62)	100% (138)	100% (155)	100% (217)	100% (351)	100% (265)

**2. Feel responsible**

Would you feel responsible if an employee was fired after you complained to a manager about receiving poor customer service, or not?

	Gender			Age				Party ID		
	Total	Male	Female	18-29	30-44	45-64	65+	Democrat	Independent	Republican
Yes	30%	29%	31%	42%	34%	23%	22%	32%	27%	31%
No	55%	58%	52%	47%	53%	60%	58%	52%	60%	51%
Not sure	15%	13%	17%	11%	14%	17%	19%	16%	13%	19%
Totals (Unweighted N)	100% (986)	100% (469)	100% (517)	100% (179)	100% (257)	100% (386)	100% (164)	100% (322)	100% (440)	100% (224)

	Race				Family Income				Region			
	Total	White	Black	Hispanic	Under 40	40-80	80-100	100+	Northeast	Midwest	South	West
Yes	30%	30%	24%	35%	30%	31%	23%	31%	39%	27%	28%	29%
No	55%	55%	60%	53%	54%	55%	62%	59%	47%	56%	58%	56%
Not sure	15%	16%	15%	12%	16%	15%	15%	11%	15%	17%	14%	15%
Totals (Unweighted N)	100% (986)	100% (748)	100% (120)	100% (118)	100% (377)	100% (264)	100% (62)	100% (137)	100% (155)	100% (217)	100% (351)	100% (263)

**3. Acceptable to get employee fired**

Do you think it is acceptable or unacceptable to try to get an employee fired from his or her job because they provided poor customer service?

	Gender			Age				Party ID		
	Total	Male	Female	18-29	30-44	45-64	65+	Democrat	Independent	Republican
Acceptable	32%	39%	25%	31%	29%	35%	30%	28%	34%	33%
Unacceptable	40%	37%	42%	42%	36%	37%	47%	44%	36%	40%
Not sure	29%	23%	34%	27%	35%	28%	23%	29%	30%	27%
Totals	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(Unweighted N)	(983)	(469)	(514)	(179)	(256)	(385)	(163)	(322)	(437)	(224)

	Race				Family Income				Region			
	Total	White	Black	Hispanic	Under 40	40-80	80-100	100+	Northeast	Midwest	South	West
Acceptable	32%	32%	33%	31%	30%	26%	46%	43%	30%	26%	37%	31%
Unacceptable	40%	40%	37%	42%	41%	43%	31%	36%	39%	42%	36%	43%
Not sure	29%	29%	30%	27%	29%	31%	23%	21%	31%	32%	27%	26%
Totals	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(Unweighted N)	(983)	(746)	(121)	(116)	(375)	(264)	(62)	(137)	(154)	(217)	(350)	(262)

**4. Ever tried to get an employee fired**

Have you ever complained to a manager about receiving poor customer service from an employee and wanted that employee to get fired?

	Gender			Age				Party ID		
	Total	Male	Female	18-29	30-44	45-64	65+	Democrat	Independent	Republican
Yes	12%	16%	8%	10%	13%	12%	10%	9%	15%	9%
No	78%	74%	83%	77%	73%	79%	87%	84%	75%	77%
Not sure	8%	9%	7%	8%	13%	6%	3%	7%	8%	9%
Prefer not to say	2%	2%	2%	5%	2%	2%	—	1%	2%	5%
Totals (Unweighted N)	100% (987)	100% (470)	100% (517)	100% (180)	100% (257)	100% (386)	100% (164)	100% (323)	100% (440)	100% (224)

	Race				Family Income				Region			
	Total	White	Black	Hispanic	Under 40	40-80	80-100	100+	Northeast	Midwest	South	West
Yes	12%	12%	13%	11%	10%	11%	15%	14%	8%	9%	14%	13%
No	78%	79%	72%	80%	77%	84%	71%	82%	82%	80%	74%	82%
Not sure	8%	7%	12%	7%	11%	3%	14%	4%	7%	10%	9%	4%
Prefer not to say	2%	2%	3%	3%	3%	2%	—	—	4%	1%	3%	1%
Totals (Unweighted N)	100% (987)	100% (748)	100% (121)	100% (118)	100% (377)	100% (265)	100% (62)	100% (137)	100% (155)	100% (217)	100% (351)	100% (264)